ATTORNEY DOCKET ●   ● PATENT APPLICATION
064198.0152   09/532,208
(A00554)

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AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

LISTING OF CLAIMS:

1-16. (Canceled).

17. (New) A method for providing status information of one or more automatic call distributors (ACDs) in a network of ACDs, the method comprising:

automatically retrieving traffic load information from an ACD on a periodic basis, wherein the traffic load information includes data for an inbound trunk group connected to the ACD, data for an outbound trunk group connected to the ACD, and data for an inter-machine trunk (IMT) that interconnects the ACD with a second ACD;

automatically calculating percent occupancy rates for the inbound and outbound trunk groups, based on the traffic load information from the ACD;

generating graphical representations of respective traffic loads for the inbound and outbound trunk groups, based on the percent occupancy rates;

presenting graphical representation of traffic loads for the IMT, the inbound trunk group, and the outbound trunk group in the graphical user interface;

displaying a first hyperlink for a trunk group in the graphical user interface near the graphical representation of traffic load for the trunk group;

in response to selection of the first hyperlink by a user, automatically presenting additional status information pertaining to the trunk group, the additional information including identifiers for multiple trunk groups, identifiers for multiple integrated service digital network (ISDN) lines within each of the trunk group, and status information for each of the ISDN lines within each trunk groups;

in response to selection of the first hyperlink by the user, automatically presenting a second hyperlink associated with the trunk group in the graphical user interface; and

in response to selection of the second hyperlink by the user, automatically presenting local circuit assignments for circuits within the trunk group in the graphical user interface, based on trunk inventory record keeping system (TIRKS) data that relates to the trunk group;

automatically determining whether a predetermined alarm condition has occurred, based on data retrieved from the ACD; and

in response to determining that the predetermined alarm condition has occurred, automatically paging an administrator to notify the administrator that the predetermined alarm condition has occurred.

18. (New) A method for providing status information of one or more automatic call distributors (ACDs) in a network of ACDs, the method comprising:

automatically retrieving traffic load information from an ACD on a periodic basis, wherein the traffic load information includes data for multiple trunk groups connected to the ACD;

generating graphical representations of respective traffic loads for the multiple trunk groups, based on the traffic load information from the ACD; and

presenting the graphical representations of respective traffic loads for the multiple trunk groups in a graphical user interface.

19. (New) A method according to Claim 18, further comprising:

automatically calculating percent occupancy rates for the trunk groups, based on the traffic load information from the ACD; and

generating the graphical representations of respective traffic loads for the multiple trunk groups, based on the percent occupancy rates.

20. (New) A method according to Claim 18, wherein the operation of automatically retrieving traffic load information from an ACD comprises:

automatically retrieving traffic load information for an inbound trunk group connected to the ACD; and

automatically retrieving traffic load information for an outbound trunk group connected to the ACD.

21. (New) A method according to Claim 20, wherein the operation of automatically retrieving traffic load information from an ACD comprises:

    automatically retrieving traffic load information for an inter-machine trunk (IMT) that interconnects the ACD with a second ACD.

22. (New) A method according to Claim 21, wherein the operation of presenting the graphical representations in a graphical user interface comprises:

    presenting a graphical representation of traffic load for the inbound trunk group in the graphical user interface;

    presenting a graphical representation of traffic load for the outbound trunk group in the graphical user interface; and

    presenting a graphical representation of traffic load for the IMT in the graphical user interface.

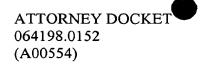23. (New) A method according to Claim 18, wherein:

    the operation of generating graphical representations of respective traffic loads comprises generating multiple bar graphs to depict respective traffic loads for the multiple trunk groups, based on the traffic load information from the ACD; and

    the operation of presenting the graphical representations in a graphical user interface comprises presenting the multiple bar graphs in the graphical user interface.

24. (New) A method according to Claim 18, further comprising:

    displaying a hyperlink for a trunk group in the graphical user interface near the graphical representation of traffic load for the trunk group; and

    in response to selection of the hyperlink by a user, automatically presenting additional status information pertaining to the trunk group.

25. (New) A method according to Claim 24, wherein the operation of automatically presenting additional status information pertaining to said trunk group comprises:

automatically presenting identifiers for multiple trunk groups;

automatically presenting identifiers for multiple integrated service digital network (ISDN) lines within each of the trunk group; and

automatically presenting status information for each of the ISDN lines within each trunk groups.

26. (New) A method according to Claim 24, wherein the operation of automatically presenting additional status information pertaining to said trunk group comprises:

automatically presenting identifiers for multiple lines within the trunk group; and

automatically presenting status information for each of the multiple lines.

27. (New) A method according to Claim 24, wherein the hyperlink comprises a first hyperlink, the method further comprising:

in response to selection of the first hyperlink by the user, automatically presenting a second hyperlink associated with the trunk group in the graphical user interface; and

in response to selection of the second hyperlink by the user, automatically presenting trunk inventory record keeping system (TIRKS) data that relates to the trunk group in the graphical user interface.

28. (New) A method according to Claim 27, wherein the operation of automatically presenting TIRKS data that relates to the trunk group in the graphical user interface comprises:

automatically presenting local circuit assignments for circuits within the trunk group in the graphical user interface.

29. (New) A method according to Claim 18, further comprising:

displaying information pertaining to a call center in the graphical user interface, wherein the information pertaining to the call center comprises:

agent staffing levels; and

call answering time.

30. (New) A method according to Claim 18, further comprising:

automatically determining whether a predetermined alarm condition has occurred, based on data retrieved from the ACD; and

in response to determining that the predetermined alarm condition has occurred, automatically paging an administrator to notify the administrator that the predetermined alarm condition has occurred.
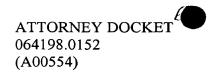
31. (New) A method according to Claim 18, further comprising:

presenting a graphical representation of a traffic load for an interactive voice response (IVR) unit in the graphical user interface.

32. (New) A method according to Claim 18, further comprising:

presenting data pertaining to an expansion port network (EPN) on a display device.

33. (New) A program product for providing status information of one or more automatic call distributors (ACDs) in a network of ACDs, the program product comprising:

a computer-usable medium; and

computer instructions encoded in the computer-usable medium, wherein the computer instructions, when executed, perform operations comprising:

automatically retrieving traffic load information from an ACD on a periodic basis, wherein the traffic load information includes data for multiple trunk groups connected to the ACD;

generating graphical representations of respective traffic loads for the multiple trunk groups, based on the traffic load information from the ACD; and

presenting the graphical representations of respective traffic loads for the multiple trunk groups in a graphical user interface.

34. (New) A program product according the Claim 33, wherein the operations performed by the computer instructions further comprise:

automatically calculating percent occupancy rates for the trunk groups, based on the traffic load information from the ACD; and

generating the graphical representations of respective traffic loads for the multiple trunk groups, based on the percent occupancy rates.

35. (New) A program product according the Claim 33, wherein the operation of automatically retrieving traffic load information from an ACD comprises:

automatically retrieving traffic load information for an inter-machine trunk (IMT) that interconnects the ACD with a second ACD.

36. (New) A program product according the Claim 35, wherein the operation of presenting the graphical representations of respective traffic loads for the multiple trunk groups in a graphical user interface comprises:

presenting a graphical representation of traffic load for the inbound trunk group in the graphical user interface;

presenting a graphical representation of traffic load for the outbound trunk group in the graphical user interface; and

presenting a graphical representation of traffic load for the IMT in the graphical user interface.

37. (New) A program product according the Claim 33, wherein the operations performed by the computer instructions further comprise:

displaying a hyperlink for a trunk group in the graphical user interface near the graphical representation of traffic load for the trunk group; and

in response to selection of the hyperlink by a user, automatically presenting additional status information pertaining to the trunk group, wherein the additional status information pertaining to said trunk group comprises:

identifiers for multiple trunk groups;

identifiers for multiple integrated service digital network (ISDN) lines within each of the trunk group; and

status information for each of the ISDN lines within each trunk groups.

38. (New) A program product according the Claim 33, wherein the operations performed by the computer instructions further comprise:

automatically determining whether a predetermined alarm condition has occurred, based on data retrieved from the ACD; and

in response to determining that the predetermined alarm condition has occurred, automatically paging an administrator to notify the administrator that the predetermined alarm condition has occurred.